



2609 Cameron Street
Mobile, AL 36607

CALIFORNIA DEPARTMENT OF CORRECTIONS AND REHABILITATION

NOTICE TO WARDS

Effective December 1, 2007 GTL will implement a new billing requirement that will impact some customers who receive collect calls from CDCR wards. This Notice is being issued so that wards could share the information with family and friends during calls or by mail. A Notice to Family and Friends will also be issued.

Please share the information on this notice with family and friends.

Customers who currently pay for ward collect calls on their local telephone bill or have a GTL Direct Remit account administered by GTL's third party vendor will be impacted.

GTL will include a single bill fee of \$1.95 each month that will be included on the telephone bill or Direct Remit account statement. This is a flat charge and will not be dependent upon the number of calls received in a given month. GTL will not charge the \$1.95 fee to customers who do not receive collect calls in a given month.

Customers who pay for their ward collect calls through a GTL Direct Bill account which is billed directly by GTL will not be impacted and will not be required to pay the \$1.95 fee. If customers want to avoid this fee and establish a GTL Direct Bill account they can contact the GTL Customer Service number at 1-866-770-4896.

Family and Friends may contact the GTL toll-free numbers listed below for all questions related to GTL inmate/ward telephone services. GTL has Customer Service numbers for inmate international telephone services.

1-866-770-4896 – Domestic collect calls to the U.S., Canada, Puerto Rico, and the U.S. Virgin Islands

001-888-216-7423 – International calls to Mexico

0808-234-4566 – International calls to United Kingdom

(GTL Customer Service Numbers for International Countries will be issued on a separate document)